

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	9631108
<b>Application Number:</b>	10735470
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	4313
<b>Title of Invention:</b>	Method and apparatus for providing integrated customer care and work-flow management
<b>First Named Inventor/Applicant Name:</b>	Anand R. Kumar
<b>Customer Number:</b>	27128
<b>Filer:</b>	Mark E. Stallion/Jennifer Birmingham
<b>Filer Authorized By:</b>	Mark E. Stallion
<b>Attorney Docket Number:</b>	717841.4
<b>Receipt Date:</b>	10-MAR-2011
<b>Filing Date:</b>	12-DEC-2003
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<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$810
RAM confirmation Number	1043
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### File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Request for Continued Examination (RCE)	RCE.pdf	697843	no	3
			bef868c162885ec9d981b1f8f2cd977f077817b1		

### Warnings:

### Information:

2		amendmentB.PDF	3225152	yes	9
			31b5459055eb5d4209c28088abe207713c187011		

### Multipart Description/PDF files in .zip description

	Document Description	Start	End
	Amendment After Final	1	1
	Claims	2	7
	Applicant Arguments/Remarks Made in an Amendment	8	9

### Warnings:

### Information:

3	Fee Worksheet (PTO-875)	fee-info.pdf	30112	no	2
			83b88993ab0aef77ec8776bb5741bbe0bae85c9a		

### Warnings:

### Information:

Total Files Size (in bytes):			3953107
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**New Applications Under 35 U.S.C. 111**

**If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.**

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